

## PROVIDER NOTICE

Alert#: PN-2020-02  
Issued: February 13, 2020  
To: CT BHP Providers  
Subject: CT BHP Closure – Holiday Observance

Dear Provider,

In observance of the upcoming holiday, the Rocky Hill Beacon Health Options office will be closed on the following:

- President's Day, Monday February 17, 2020

While the office will be closed in observance of the holiday, Care Managers (for crisis and pre-certifications for inpatient services) are available 24 hours a day, 365 days a year for members and providers. Authorizations needing further review will be completed as soon as possible, no later than the next business day.

Additionally, as a reminder, the ProviderConnect application is available 24 hours a day, 365 days a year for registration and authorization of services.

Remainder of 2020 Holiday Observances:

- Memorial Day, Monday May 25, 2020
- Independence Day, Observed on Friday July 3, 2020
- Labor Day, Monday September 7, 2020
- Veterans Day, Wednesday November 11, 2020
- Thanksgiving Day, Thursday November 26, 2020
- Day after Thanksgiving, Friday November 27, 2020
- Christmas Eve, Thursday December 24, 2020
- Christmas Day, Friday December 25, 2020

The Customer and Provider Services line is 1-877-552-8247.

Thank you,  
Provider Relations  
Beacon Health Options